



Internal Transfer Policy

1 Introduction

CHISEL's overall aim is to provide housing to those in the greatest housing need and who do not have the resources or the status to gain access to housing in the public, social or private sector. Clearly this excludes anyone who owns property.

2 Legal and Regulatory Requirements

CHISEL complies with the following legislative requirements in regard to its internal transfers:

- Equalities Act 2010;
- Data Protection Act and General Data Protection Regulations 2018;
- The Regulatory Framework for Registered Providers.

3 Applying for an Internal Transfer

CHISEL provides housing generally for members whose choices are restricted due to their financial, social, political, medical or domestic status. It maintains a Waiting List for the purposes of internal transfers; being placed on the list does not necessarily give access to a transfer.

Existing residents may apply for an internal transfer should their current home be unsuitable to meet their housing needs or that of their broader household. **Applications from existing residents will only be considered where there has been a change of circumstances (e.g. additional household members that make their current home overcrowded or changes to mobility which make their current home inaccessible or otherwise unsuitable). Priority will be given where possible to those wishing to downsize.**

Residents seeking a transfer must fill in a Transfer Application Form detailing their changed housing needs. Applications will be pointed and added to the Waiting List, provided that the member:

- Has been resident in their current property for at least two years;
- Their rent account is not in arrears; members subsequently falling into rent arrears after applying will have their Waiting List position frozen until the arrears are cleared;
- Has no current notices applying or legal action that is being taken against them due to a breach of the tenancy agreement;
- Has no case of harassment that has been upheld against them;
- Is living in a property that is not compatible with their housing need and household composition.

4 Procedure for Internal Transfers

When a vacancy arises:

- (a) The Neighbourhood Manager will notify the resident seeking a transfer at the top of the Waiting List for the size of property which is vacant that they will be offered the vacant property.
- (b) A property visit will be arranged by the Neighbourhood Manager with the member at the top of the Waiting List for the size of property which is vacant within 5 working days; at the end of the property visit the resident will be asked to either accept or decline the offer. A resident declining an offer that meets their changed housing need will be removed from the Waiting list if they unreasonably decline an offer.
- (c) If the resident at the top of the Waiting List for the size of property which is vacant accepts the offer the process for tenancy sign up will begin.
- (d) If the resident at the top of the Waiting List for the size of property which is vacant rejects the offer it will be offered to the member second on the Waiting List for the size of property which is vacant. This process will be repeated until the Waiting List for the size of property which is vacant is exhausted.
- (e) If there is no resident on the Waiting List for the size of property which is vacant or if the Waiting List is exhausted, the property will be offered through the normal Allocations and Lettings Policy.

5 Scoring Internal Transfer Applications

Residents applying for an internal transfer will either be awarded Priority 1 or Priority 2 status.

Priority 1

- Suffering harassment and/or violence;
- Living in conditions prejudicial to health and safety;
- People occupying a structurally unsafe property.

Priority 2

- Inappropriately housed;
- Lacking amenities, poor conditions, disrepair of property, damp;
- Living in overcrowded conditions;
- Relationship breakdown.

The assessment will be made by the Neighbourhood Manager of housing need; the following points shall be awarded:

- Room requirements – 25 points for each additional room required;
- Family separation – 20 points due to parents or children separated through lack of housing;
- Stairs – 2 points for each flight of stairs a person has to negotiate to get to their front door/within their property if anyone in the application is pregnant or under the age of five;
- Stairs – 10 points for each flight of stairs a person has to negotiate to get to their front door/within their property if anyone in the application is elderly or with a long-term physical difficulty in climbing stairs (backed by a medical certificate);
- Harassment – 25 points where there is serious harassment reported and corroborated through the Anti-Social Behaviour Policy and Procedure;
- Joint tenancies – 5 points where joint tenants have separated.

6 Who is a member of the household ?

When considering internal transfer applications, the organisation defines members of the household only as those who moved in at the start of the tenancy (as evidenced in the Application Form and Tenancy Agreement). People joining the household at a later date will not be taken into account when considering internal transfer applications, except:

- Spouse or civil partner;
- Cohabiting partner; the resident is now living in a permanent relationship and the partner can prove at least two years' residence;
- Dependent children;
- Children who have been adopted or are being fostered. The member has been given care and control of a child/children (including sleeping in the home for four nights or more per week);
- Carers; a carer providing full-time, permanent and required care.

N.B. In the case of separating household where children are involved, the partner who has been main carer of the children will get precedence.

When a relationship breaks down the organisation does not have a responsibility to provide alternative accommodation to the person departing when they are not a resident.